



# IT Briefing

4/21/11

## Agenda

- Eagle Decommission
- Exchange 2010 Update
- SMCC Update
- Blackboard OPUS Integration
- ColdFusion 9 Upgrade
- VPN Replacement Project
- Security Update
- Jay Flanagan
- Jay Flanagan & Felicia Bianchi
- Luciano Dalla Venezia
- Kevin Chen & Trisha Wilson
- Gerry Hall
- Brad Judy
- Brad Judy



# Eagle Decommission Project

Jay D. Flanagan

Auf Wiederhören

SO LONG EMORY

Aloha

Farvel

Adeu

CIAO

Slan agat

Guidbye

Ake wachia kin kte

Jema jai yong

Goodbye

DO WIDZENIA

See Ya

Sayonara

Arrivederci

ADIOS

Adjo



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Questions



# Exchange 2010 Project

Jay Flanagan

Felicia Bianchi

## Monthly Updates

- Over 30,000+ accounts on 2010
- Pre-Copied rest of 2007 accounts in prep for moves on April 22<sup>nd</sup>
- April 22<sup>nd</sup> move all remaining accounts and resources from 2007 to 2010
- After April 22<sup>nd</sup>
  - Decommissioning Exchange 2007 hardware
  - Returning Exchange 2007 storage

## Open Issues

- Issue with HP Storage
  - Update
- OWA Attachment issue
  - Update





# Questions



# Service Management Competency Center (SMCC)

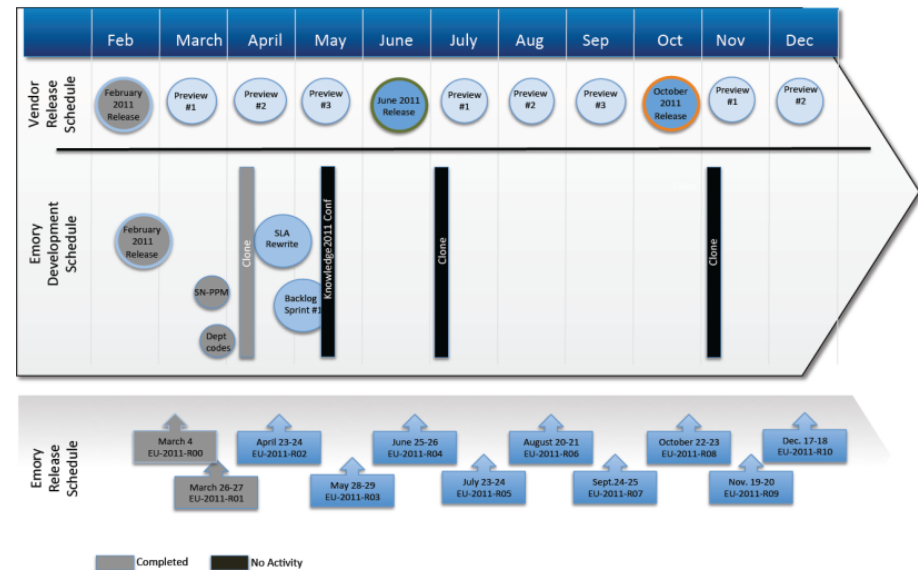
Luciano Dalla Venezia

## Service-now Update

- Release Schedule
  - Located on the SMCC website: [smcc.emory.edu](http://smcc.emory.edu)
  - Highlights:
    - Clones
    - Service-now updates
    - Sprints
    - Scheduled changes

### Service-now Release Schedule

2011 Updated 04/19/2011



## Service-now Update

- Service Level Agreements (SLA)
  - Planning has begun, coding to begin soon
  - Functionality Provided:
    - Enforcement of SLAs between the customer and IT
    - Notifications based on predefined events
      - Service level approaching breach
      - Service level breach

## Service-now Update

### Top 10 Prioritized Product Backlog Items:

1. FEAT000079 - Re-write the content in the system generated emails sent to both Users and the technicians
2. FEAT000320 - Prevent resolution field from being populated unless incident state = resolved
3. FEAT000059 - The ability to differentiate between public vs. private knowledge articles on the article itself
4. FEAT000334 - Prevent incident state from being set to 'assigned' unless an assignee is populated
5. FEAT000282 - Create the ability to cancel a change
6. FEAT000058 - Integrate the CI Alias search with the CI search capability to reduce complexity
7. FEAT000256 - Create a notification when Incident Task is Completed
8. FEAT000283 - Build Change rejection workflow
9. FEAT000232 - Ability to identify temp workers (if data is available in ESD)
10. FEAT000319 - Update button should not be active unless data has been added or modified on a ticket

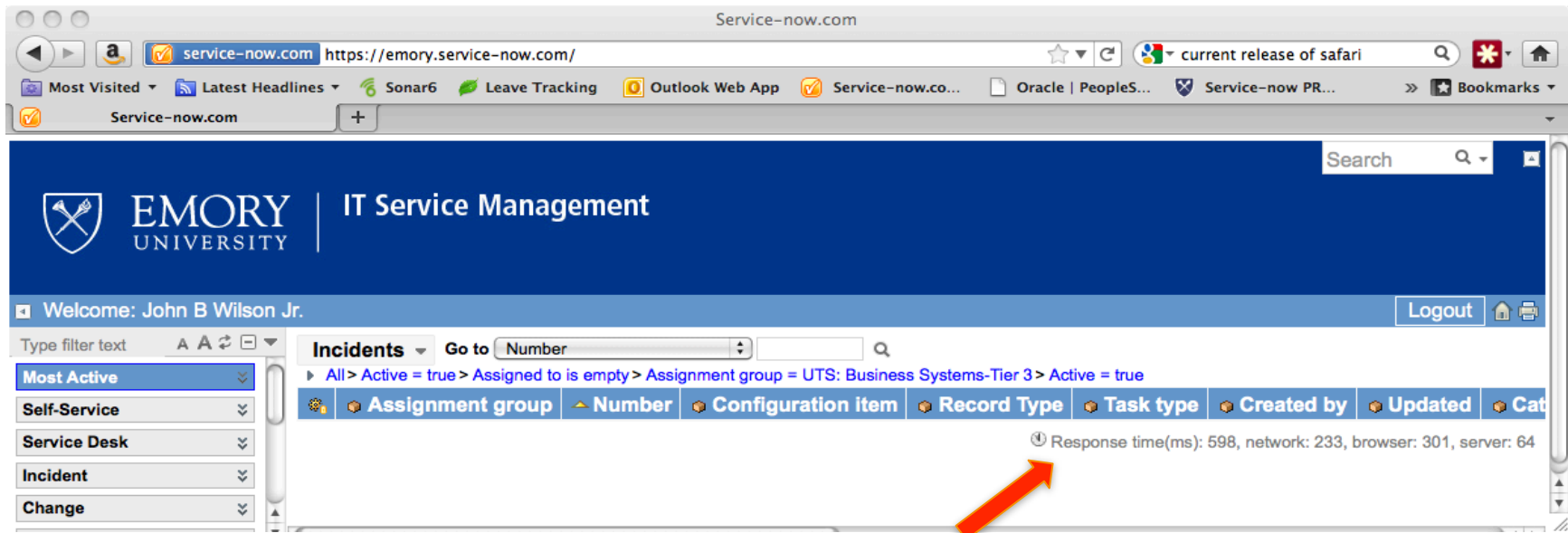
## Service-now Update

### Recent Changes

- Performance Changes
  - Modified client scripts (on load, on change, on submit)
  - Implemented Winter2011 Release
  - Migrated application to new hardware
  - Upgrades to network infrastructure
  - Browser testing (IE 7,8,9, FF 3.x 4.0, Safari 5.x, Chrome 10)
- Still Tuning
- Updated Person Data (location, middle name, dept, etc.)
- Created ability to set Retired CI's to unavailable

## How to submit information regarding performance?

- Submit an Incident and include:
  - Time of Day of occurrence
  - Browser and OS version
  - What action was being performed (e.g. logging in/categorizing/looking up people data)
  - Performance Data shown below



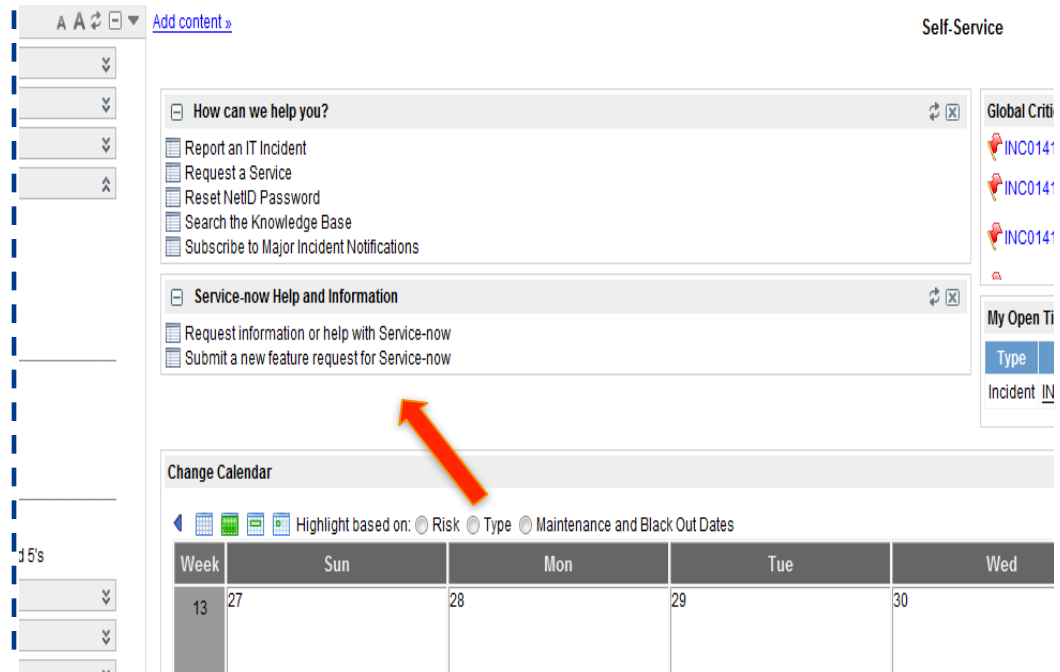
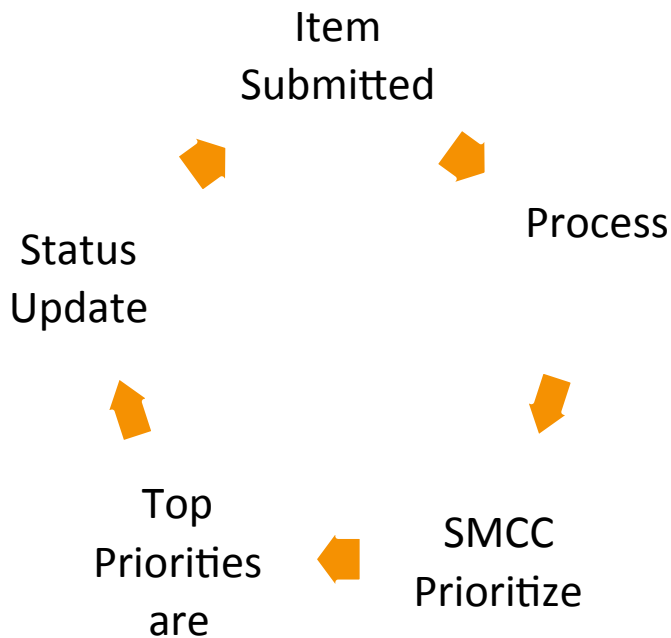
The screenshot shows the Service-now.com interface. The browser address bar displays "https://emory.service-now.com/". The page header includes the Emory University logo and "IT Service Management". A welcome message for "John B Wilson Jr." is visible. The main content area shows a list of incidents with columns: Assignment group, Number, Configuration item, Record Type, Task type, Created by, Updated, and Category. A red arrow points to the "Response time(ms): 598, network: 233, browser: 301, server: 64" text at the bottom of the incident list.

## Product Backlog Process

- Process Overview

Complete Process: [classes.emory.edu](https://classes.emory.edu) →  
Service Management Competency Center  
→ SMCC Operating Documents

- How to Submit a Product Backlog Item?



Self-Service

How can we help you?

- Report an IT Incident
- Request a Service
- Reset NetID Password
- Search the Knowledge Base
- Subscribe to Major Incident Notifications

Service-now Help and Information

- Request information or help with Service-now
- Submit a new feature request for Service-now

Change Calendar

Highlight based on: ☐ Risk ☐ Type ☐ Maintenance and Black Out Dates

Week	Sun	Mon	Tue	Wed
13	27	28	29	30

Global Criti

- INC0141
- INC0141
- INC0141

My Open Ti

Type

Incident IN



## Contact Us

- SMCC Website – [smcc.emory.edu](http://smcc.emory.edu)
- Updated Blackboard site – [classes.emory.edu](http://classes.emory.edu)  
Service Management Competency Center
- Email: [smcc@emory.edu](mailto:smcc@emory.edu)

\* Self-service improvements – please provide feedback



[smcc@emory.edu](mailto:smcc@emory.edu)



# Blackboard OPUS Integration

Kevin Chen & Trisha Wilson

## Agenda

- Introduction / Current Process
- Solution
- Project Team
- Benefits of Agile Development
- What's Coming?

## Introduction

- **Blackboard Opus Integration**
  - Automate course site provision & enrollment
  - PeopleSoft SA, ESD, self-service Course Merge Tool
- **Blackboard:**
  - Learning Management System
  - Course sites, learning content, etc.
- **OPUS:**
  - Online Pathway to University Students
  - PeopleSoft Student Administration (SA)
  - Student records, course catalog, enrollment, etc.

## Current Process

- Blackboard course provision is a manual process
  - Faculty request site through online form
  - Bb Admin creates sites manually
  - Time consuming
  - Error prone
- File-based batch data feeds from OPUS and ESD to Blackboard – not real-time

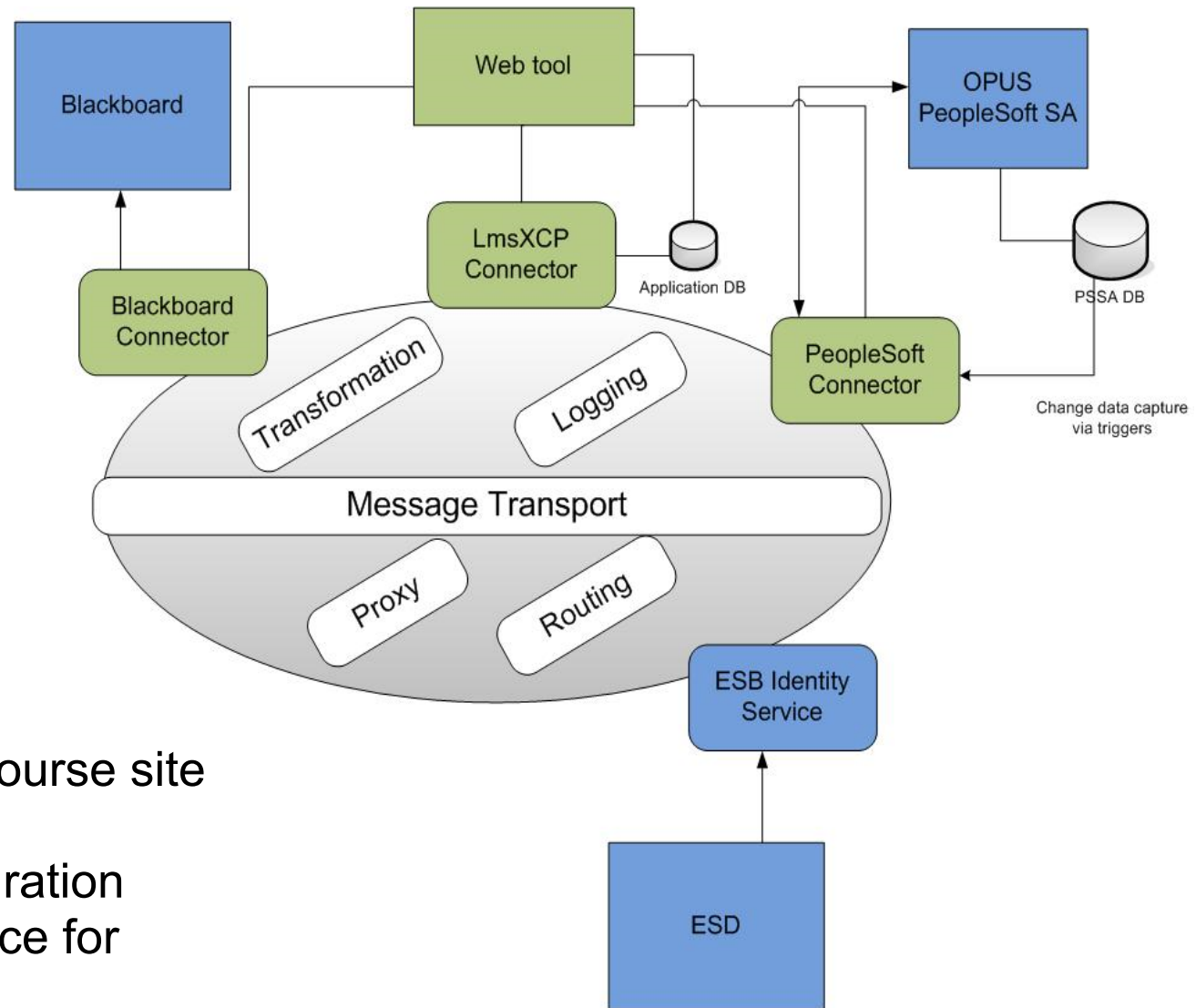
# Bb OPUS Integration



EMORY  
UNIVERSITY

University  
Technology Services

## Solution



1. Auto provision Bb course site
2. Auto enrollment
3. Near real-time integration
4. Increased self-service for course combine

## Project & Team

- Bb OPUS Project started Nov 2010
- Core Project Team
  - **PM:** Trisha Wilson
  - **Product Owner:** Sandra Butler
  - **Integration Development Team:**  
Elizabeth Bell, Kelly Bray, Kevin Chen, Mark Eisert,  
Julia Leon
  - **Integration Middleware Team:**  
Gerry Hall, John Wang
  - **OIT Architecture Team:** Tod Jackson



## Agile Development

1. Promoted the following to PROD early:
  - Identity Service
  - Course copy/merge configuration
2. Better, more efficient teamwork -- people were able to fill in resource gaps
3. Enhanced Communication
4. QA – continuous testing and integration

## What's coming...

- **Go-live Date: May 9<sup>th</sup>, 2011**

Course shells will be auto-created on Bb

Enrollment will be auto-updated in near real-time

Courses will be enabled after enrollment window

New Web Application will be deployed (Learning Management System (LMS) Extended Control Panel)

BbAdmin and Faculty members manage iTunesU request, course merge/unmerge, and create development site

- **Service Now CI:**

Report issues through LMS CI

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Questions



# ColdFusion 9 Upgrade

Gerry Hall

## Why?

- CF7 is an older version of ColdFusion – NO Adobe support for CF7
- JRun versus JBOSS – JBOSS is more stable and therefore less prone to the issues we currently experience with JRun
- Adobe discontinued new feature development for Adobe® JRun™ software on September 1st, 2009
- 1:1 versus 1:Many – each site has its own JBOSS web app, with its own independent war file – if your application crashes, no other site or web app is affected
- Site administrators run their own site (data sources, sandbox) – <https://files.web.emory.edu/cf/>

## How?

- Currently all CF7 sites have an accompanying CF9 instance already configured in Apache
- Test your site by appending 81 or 444 to the end of the URL – example:  
<http://educate.emory.edu:81> or <https://educate.emory.edu:444>
- When ready to move, submit a Service-now ticket
- We submit a change request and switch the site to CF9
- You test and resolve any issues with our help – if the need arises, we can quickly switch back to CF7
- If you're not using ColdFusion 9 and would like to be, please call 404-727-7777 or visit [help.emory.edu](http://help.emory.edu)

## Known Issues

- PDF generation using the cfdocument tag does not function correctly in our ColdFusion 9 environment  
our PHP install does support PDF generation – we suggest using DOMPDF to achieve similar functionality in PHP
- **Not sure if your site is using CF9?** Place the following code in a .cfm file on your site and view it in a web browser  
if the output starts with 9, you are using ColdFusion 9

```
<cfoutput>#SERVER.ColdFusion.ProductVersion#</cfoutput>
```

## When?

- Change request submitted for 8 a.m. Monday, May 16, 2011
- ALL sites will be moved to CF9 on that date regardless of whether testing has been completed
- At that point, if something does not work, YOU will be responsible for resolving that issue



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Questions



# VPN Replacement Project

Brad Judy

## New VPN in May

- New VPN product selected, purchased and configured
- Planned go live date: May 16<sup>th</sup>
- Will directly replace the existing vpn.emory.edu service on May 16<sup>th</sup>
- Still an F5 product, but different line with more capabilities
- VPN.service and Secure Remote will be retired at later dates (TBD)

## Things to know

- iOS is supported (must be iOS 4.2.1 or later)
- Firefox 4 is supported
- Android is not supported yet (in the works)
- Menu of network choices will likely be gone (automatically connecting you to full authorized access)
- Will perform client security checks, but only logging results (in the future may be required for some zones)



# Security Update

Brad Judy

## Awareness

- PhishMe awareness
- Key points
  - Not punitive
  - Not collecting passwords
  - Trying a different, in-context learning approach as phishing remains a problem



# Security Update



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## Global IT Security





## Global IT Security



## Global IT Security

- 240



## Global IT Security

- 240
- Countries in the world (using broad definition)



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- 180



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- Countries trying to be contacted in 24 hours by a single client using P2P software



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- Countries from which people have reset their passwords via ENID in past two months



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- Countries from which people have reset their passwords via ENID in past two months
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- Countries from which compromised accounts have logged into VPN (vast majority from China)



Questions

# Thank you for coming!

*Thank  
You*